



Empire Hospitality was established to cater for the strong demand for highly trained professional staff in housekeeping within the hospitality industry. The foundation of Empire Hospitality is its passion for excellence in customer service, training and delivery of service, ensuring that the client's expectations are always met.

The company has built an enviable reputation as a market leader in hospitality cleaning services by providing site-specific delivery to each of their individual clients as they understand their varying needs and expectations. Empire Hospitality specialises in the outsourcing of the entire Housekeeping Department and provides all levels of highly trained housekeeping staff to hotels, resorts and serviced apartments with a very large team of trained housekeeping staff.

"We have the infrastructure to ensure the smooth and efficient running of your hotel," said Empire Hospitality's Darren Sacks.

"Our management is onsite daily to ensure the smooth running of all housekeeping operations. This daily interaction between our company and our clients ensures that the client's objectives are always met."

Empire Hospitality has a unique outsourcing model, which includes all on costs and operating costs, which can be tailored specifically to meet your needs. An all-inclusive cost per room makes it easy for hotels to budget for housekeeping and avoid costs running over budget.

The benefits to the client in outsourcing are numerous, including but not limited to, the following:

- The client/hotel is able to save on their housekeeping costs by eliminating all of their fixed costs attributable to housekeeping, as well as additional costs that are associated with running the housekeeping department;
- Better control of staffing and labour levels, resulting in a flexible workforce;
- The client/hotel is able to eliminate all costs associated with payroll – wages, leave entitlements, superannuation, worker's compensation, payroll tax, sick leave, award conditions, annual leave, administration costs and public liability;
- Costs associated with recruitment and training is eliminated;
- Indirect costs which are difficult to quantify, such as staff maintenance and wellbeing;
- Reduced housekeeping costs whilst improving housekeeping quality;
- The elimination of worker's compensation risk and claims;
- Provision of the contractor's management;
- Elimination of capital equipment expenditure.

There is a growing trend towards outsourcing, as hotels are realising the valuable saving of both time and money, allowing them to focus on revenue generating departments, comfortable in the knowledge that the management and costs of their housekeeping department are under control.

In addition, there are savings relating to indirect costs through outsourcing which are not as easy to quantify, such as staff turnover, advertising, recruitment, induction and training costs.

Why use Empire Hospitality?

Empire Hospitality has pride in building and maintaining strong and lasting relationships with their clients and constantly aim to achieve exceptional standards and quality;

- As a market leader in hospitality cleaning solutions, Empire Hospitality is able to offer hotels a customised, comprehensive and cost-effective housekeeping solution tailored to your needs and business requirements;
- As quality of housekeeping is guaranteed, Empire Hospitality's housekeeping service is of a five star standard and they pride themselves on the quality delivered to you and your guests;
- Empire Hospitality has the experience and management to ensure the smooth transition of your Housekeeping Department, whilst the initial outsourcing takes place and will work with you to provide the best possible solution and results to match your expectations.
- Preliminary and ongoing consultation and planning and detailed housekeeping service plans;
- Dedicated supervisory staff and a proactive and partnership approach with clients;
- Consistent review of services and their services are not franchised or sub-contracted.

What clients have said about Empire Hospitality...

"We have worked with them for some time now, in fact about 10 years. We have found that they are happy to be flexible and they are good at listening to their client's needs. We look forward to dealing with them in the future."

"We have basically grown and developed as a business partnership with Empire Hospitality, so there is a clear understanding and response by them to our needs."

"They have a great team of staff. Very knowledgeable, friendly and professional."

"Empire Hospitality is the best outsourcing company I have ever come across. Any issues that may arise, they handle promptly with positive results. The staff at Empire are very professional, very supportive and their customer service is excellent."

* This editorial has been provided to Hotel News by Empire Hospitality.



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empire

HOSPITALITY

At Empire Hospitality
we pride ourselves in providing
Quality Housekeeping
Solutions.

Our focus is on the delivery of cost effective housekeeping services and we continually strive for service excellence, through this method we have built an enviable reputation as a market leader in housekeeping services by providing site-specific delivery to each of our clients.

With proven experience in providing the best and efficient service, we are the housekeeping partners of the leading hotels and serviced apartments in Australia.

Contact us now on
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